

ABSTRACT

A method and system for subdividing sections of a message requesting action and routing the sections of the message to the appropriate agent is disclosed. In an alternative embodiment, the subsets of the message are reviewed again to determine if a subsequent response is needed, and sent to an agent to provide the subsequent response. The message, in an alternative embodiment, is analyzed to determine if subsets of the message have been responded to by agents, and if not responded to, are sent again to agents to provide a response.